

# MassWorkforce Issuance

---

**100 DCS 02.101.2**

☒ **Policy**   ☐ **Information**

---

**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** June 22, 2018

**Subject:** **MOSES and Citrix Access Request Process and Required Policy Documents**

---

**Purpose:** To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of the updated process to request or change MOSES and/or Citrix accounts for staff.

**Background:** New policies and procedures were initiated as part of the conversion from the EOLWD network based access to MOSES resources in 2015 to a newly engineered Citrix platform for use by all Career Center and workforce partner staff.

Non-EOLWD staff require Citrix to access MOSES and related software, particularly reporting software. State EOLWD staff require Citrix to access their state desktop functions, including MOSES and related software as appropriate, when working at local Career Centers or workforce partner locations.

A revised DCS CITRIX/MOSES REQUEST FORM will now be required for all access to MOSES and Citrix and for any changes to MOSES access rights or permissions. DCS is consolidating several processes used for Help Desk, MOSES training, reactivation, etc. This will allow better management of MOSES and Citrix user accounts and related permissions.

The DCS CITRIX/MOSES REQUEST FORM must be completed for each individual requiring MOSES and/or Citrix access.

---

## **Action**

**Required:** Refer to <https://www.mass.gov/service-details/moses-and-citrix-access/> for all referenced forms, instructions and policies. They are located at Resources (tab on top navigation bar), and found under Citrix Project.

### **A. DCS CITRIX/MOSES REQUEST FORM**

Local Career Centers and workforce partners must submit the DCS Citrix / MOSES Request Form for each person (EOLWD and non-EOLWD) who will require access to MOSES and related software, or, in the case of EOLWD, DCS staff, to their full desktops, when working at their primary office location. For individuals who may work out of several locations, the DCS Citrix/MOSES Form should be completed and submitted by their primary work location. (Forms for DUA Hearings staff should be submitted by Hearings.)

**The form must be signed by the Director/Senior Manager or the individual authorized to sign in the Director's absence.** When completed and signed, create a pdf and email the pdf to [dcscitrix@detma.org](mailto:dcscitrix@detma.org).

**The DCS Citrix/MOSES Request Form can be accessed at**  
<https://www.mass.gov/service-details/moses-and-citrix-access/>

Each location will need to provide secure access/log-in to their local network and access to the Internet for each individual who works from that location. This may require an Active Directory account. (For example, DUA Hearings Staff may need either local Active Directory credentials or local work group credentials to sign on at a local workstation.)

### **B. POLICIES**

The following EOLWD policies must be signed annually by users in order to retain Citrix/MOSES access. The signed policies/documents identified below must be maintained locally at the employing office and be available for review by Internal Control and Security (ICS) and the DCS Field Management Office (FMO). Policies can be accessed at <https://www.mass.gov/service-details/moses-and-citrix-access/>

Non-EOLWD local staff or non-EOLWD state staff:

1. EOLWD ITR Policy
2. Non-EOLWD Confidentiality Policy
3. EOLWD Remote Access Acceptable Use Policy

EOLWD staff, except DUA Hearings staff (will be maintained by Hearings):

1. Copy of the Annual Policy Review Sign-Off Sheet administered by EOLWD Human Resources
2. EOLWD Remote Access Acceptable Use Policy

## **C. MOSES RELATED ACTIONS, STATUS AND PERMISSIONS**

### **Required Training for MOSES Users**

All requests for MOSES access and MOSES training must be submitted via the DCS CITRIX/MOSES REQUEST FORM.

All MOSES users are required to complete MOSES training commensurate with the level of access they are requesting and their job duties. In the event that a MOSES training is not readily available, limited temporary MOSES access may be granted under the condition that the individual is registered to attend the next available training and will be supervised by an experienced MOSES user.

### **MOSES Permissions/Access Levels**

All requests to change permissions/access levels for a MOSES user must be requested through the DCS CITRIX/MOSES REQUEST FORM. Selected staff at the career center have the ability to change some permissions/access levels according to their Security Level. Only MOSES Administrators are able to change a MOSES Security Level.

## **D. EMPLOYEE TRANSFERS AND SEPARATIONS**

**Directors are responsible to ensure that prompt notification is made whenever an employee transfers or separates from their office.**

### **Resignations and Terminations**

Notification must be made to the MOSES Help Desk via a phone call or email notice must go to the MOSES Help Desk at 617-626-5656 immediately upon the resignation or termination of any employee. The DCS Citrix/MOSES Request form also must be submitted to [MOSES@detma.org](mailto:MOSES@detma.org) with the date of termination.

For EOLWD staff, Directors must also follow all HR procedures for terminating an employee. The individual must be terminated from the EOLWD network or local network, whichever is applicable. Their EOLWD Citrix account will be terminated.

For non-EOLWD staff, Directors should also place a ticket with the EOLWD IT Help Desk by calling 617-626-5555 or emailing [helpdesk@detma.org](mailto:helpdesk@detma.org) to ensure that the individual's Citrix access is terminated. The individual must be terminated from the local network, as applicable.

### **Transfers**

Individuals who are transferring from EOLWD to non-EOLWD or between workforce partners (e.g., transferring between Career Centers or transferring from a Career Center to a Youth program) may require special handling particularly prior to full Citrix implementation.

#### **a. EOLWD to non-EOLWD**

Follow EOLWD Human Resources procedures to terminate the individual as an EOLWD employee. The individual will be terminated from the EOLWD network or their EOLWD Citrix account will be terminated, as applicable. The individual must be terminated from the local network, as applicable.

Follow procedures to establish the individual on the appropriate local network and request a non-EOLWD Citrix Profile if the individual will require access to MOSES. Follow MOSES procedures to reestablish their MOSES access at the correct location and security level.

b. Transfers Between Partner Organizations

For EOLWD staff, follow EOLWD Human Resources procedures to transfer the individual within HRIS to their new location or position. EOLWD staff will be terminated from the EOLWD network or will require termination from the local network, as appropriate. Citrix access and MOSES access will need to be terminated and reestablished on the new local network.

Non-EOLWD staff will need to be terminated from the local network if they are transferring to another Partner (e.g., Career Center or WIA) location and reestablished on the new local network. Citrix access and MOSES access will need to be terminated and reestablished on the new local network.

**E. SECURITY ISSUES**

Any security issue/concern **MUST BE** reported immediately to the Office of Internal Control and Security at 617-626-6680 or [icid@detma.org](mailto:icid@detma.org).

**Inquiries:** Please direct all inquiries to Marilyn Boyle (617-626-5721; [mboyle@detma.org](mailto:mboyle@detma.org)) or Matt Burke (617-626-5340; [mburke@detma.org](mailto:mburke@detma.org)). Please reference this Issuance number with your inquiry.